

**TRANSLIFE, INC. dba. TRANSLIFE AMBULANCE (TRANSLIFE)
AMBULANCE OPERATOR LICENSE APPLICATION
SUPPLEMENTAL DOCUMENTATION REVIEW**

Required Action	EMS Agency Review of Documents
<p><u>Technically Qualified Management</u> Submit the following documents:</p> <ul style="list-style-type: none"> • A revised organizational chart for TransLife. • Currently signed affirmations (Adherence to Rules and Regulations) for David Molyneux and Cathy Salima. • Updated resume/curriculum vitae for David Molyneux and Cathy Salima. • LASD Personal Information Form and photo Identification (State issued driver's license, identification card or passport) for David Molyneux and Cathy Salima. 	<ul style="list-style-type: none"> • During the public hearing on 07/02/2014, received TransLife's updated organizational chart. The review of this document found it to be consistent with the organizational structure as presented by TransLife during the public hearing. • On 07/10/2014, received signed affirmations (Adherence to Rules and Regulations) for David Molyneux and Cathy Salima. • On 07/10/2014, received updated resume/curriculum vitae for David Molyneux and Cathy Salima. • On 07/10/2014, a completed "Los Angeles County Sheriff's Department (LASD) License Detail Business License Applicant's Personal Information (Personal Information) Form", a completed "Request for Live Scan Service Form" and a copy of a state issued driver's license for David Molyneux and Cathy Salima was received. The documents were forwarded to the LASD Investigator for completion of the background check and on 07/16/2013 received notification from the LASD Investigator that the background checks for both David Molyneux and Cathy Salima found no basis for protest.
<p><u>Quality Improvement</u> Submit a copy of TransLife's "Non-Indicator Tracking Tool" or any documentation that identifies TransLife's method of tracking non-indicator issues and unusual occurrences</p>	<ul style="list-style-type: none"> • On 07/02/2014, received a copy of TransLife's Non-Indicator Tracking Tool and issues identified for the month of "May/June" (no year documented) along with a table/description of potential issues. During an unannounced site visit on 07/22/2014, EMS Agency staff inquired about the "Skills" section included in this document where TransLife listed DHS Reference Nos. (802, 808, 814, 815, 822, 504, 510 and 511) as "Scope of Practice Skills". David Molyneux, TransLife General Manager explained that he provides education to TransLife staff about "County Policies" and that they weren't actual "skills" that could be monitored.

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	<ul style="list-style-type: none"> During the unannounced site visit at TransLife on 07/22/2014, EMS Agency staff also performed a review of TransLife's quality improvement (QI) program and current indicators ("Pain Intervention", "Suctioning", "O2 Administration", "Vitals (2 sets)" and "Restraints"). This review found that TransLife is performing QI activities which are in compliance with Reference No. 620, EMS Quality Improvement Program.
<p><u>Rules and Regulations</u> Submit a revised corrective action plan (CAP) that addresses the following issues:</p> <ul style="list-style-type: none"> Clarification of page 4 of TransLife's CAP under "Effective Immediately", stating that, <i>"All crew members will be required to notify dispatch from the patient's bedside what the patient's chief complaint is. If the patient is a non 9-1-1 patient (ALS patient) the dispatcher will give authorization to transport the patient to the requested destination."</i> This is unclear as it appears that TransLife is indicating they would transport an ALS patient, however, TransLife is not an authorized advanced life support (ALS) provider in Los Angeles County (County). The CAP is completely different from what was submitted initially and the document does not specify if all of the "recommendations" are currently in place to prevent further Los Angeles County Code (County Code) violations (i.e. new PCR's, new Training forms, new Dispatch Log Book, etc.). 	<ul style="list-style-type: none"> During the public hearing on 07/02/2014, David Molyneux, TransLife General Manager, stated that the line, <i>"If the patient is a non 9-1-1 patient (ALS patient)..."</i> was a "typo" and meant to state "BLS" for basic life support. A revised CAP was submitted at the public hearing and "ALS patient" was changed to "BLS patient" as testified. As above, during the public hearing on 07/02/2014, the revised CAP submitted by TransLife had included a date of June 19, 2014. David Molyneux, TransLife General Manager, stated that June 19, 2014 was the implementation date for their corrective action plan and "...all recommendations that I put forward have taken place". Additionally, TransLife submitted an "ALS - 911 Call Upgrade Log" that contained thirty-three (33) calls that TransLife reportedly referred to the jurisdictional 9-1-1 provider. TransLife acknowledged in a document "Results of PCR Audit by Los Angeles County EMS Agency", that nineteen (19) of the calls that the EMS Agency identified as calls that should have been referred to the jurisdictional 9-1-1 provider

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<p>Unannounced site visit to verify CAP implementation</p>	<p>were violations. They further indicated that one call (ticket no. 4154039) was a documentation error and stated, <i>"The EMT (a new employee) was under the assumption that ANY patient that requires supplemental oxygen must be having shortness of breath."</i> Therefore, that was the basis for documenting shortness of breath as one of the patient complaints and that the patient did not verbalize a complaint of shortness of breath.</p> <p>On 07/22/2014, an unannounced site visit at TransLife was conducted by EMS Agency staff to verify if TransLife's CAP had been implemented as presented during the July 2, 2014 public hearing. An onsite review of dispatch logs for the period of June 18, 2014 through July 21, 2014 was performed, followed by a review of selected PCRs. The review found no calls that warranted referral to the jurisdictional 9-1-1 provider. There was also no evidence that TransLife had performed patient pick-ups from unincorporated areas of Los Angeles County nor pick-ups in cities where TransLife does not have city business licenses.</p>